



## **JOB DESCRIPTION**

### **JOB DETAILS**

**Job Title:** ICT Services Manager

**Pay Scale:** Grade 13 SCP 38 - 41

**Accountable to:** Chief Financial Officer

### **JOB PURPOSE**

To lead and manage the Trust's IT support team in the operational delivery of the Trust's IT strategy, for the benefit of students, staff and all other stakeholders.

To be part of the Trust' leadership team.

### **KEY RESULT AREAS**

#### **Strategic Planning and Leadership**

The ICT Services Manager will be accountable for developing and implementing an ICT strategy that serves the Trust's current needs and supports its future development.

- Develop a long-term strategic plan for ICT resources and services across the trust that supports the trust's strategic planning, vision and aims.
- Develop and project-manage ICT strategically across the Trust to achieve a safe and efficient ICT environment for staff and students.
- Define, lead and manage agreed service levels.
- Contribute to the trust's business planning and risk management exercises, including taking action to mitigate risks where necessary, such as cyber-security risks and Keeping Children Safe in Education.
- Support the development of the trust's disaster recovery and business continuity plans, advising on issues related to ICT.
- Develop, implement and monitor relevant policies and procedures for the safe and effective use of ICT.
- Manage the full range of financial planning for ICT, through the identification, planning and costing of all future developments and upgrades to achieve best value for the Trust.
- Keep up to date on developments in technology for the education sector, alerting trust leaders to developments that could support the trust's work
- Develop and maintain strong relationships with relevant external organisations.
- Work with other trust leaders to develop and extend IT knowledge and capabilities across the organisations.
- Manage the trust's ICT Support team, taking responsibility for their professional development and performance management.
- To play an active part in the overall strategic management of the trust, as a member of the central team.

## **ICT resource and service management**

The ICT Services Manager will be accountable for managing the trust's ICT resources, and for overseeing the delivery of a high-quality ICT support service.

- Develop and implement an asset management system for ICT resource, including maintaining an accurate inventory of equipment
- Oversee procurement processes for ICT resources, ensuring these achieve value for money, manage budgets, and achieve best value
- Oversee the maintenance of ICT resources, including ensuring appropriate disposal of ICT assets when necessary
- Manage health and safety issues related to ICT, including writing risk assessments and ensuring regular electrical testing
- Take responsibility for the security of the trust's ICT systems
- Work with the trust's Data Protection Officer to ensure that the trust's ICT systems reflect appropriate data protection measures and good practice
- Manage the trust's contracts and service level agreements for any outsourced ICT support and services, including ensuring that contracts achieve value for money and standards of service quality are high.
- Manage relationships with the trust's external suppliers and contractors
- Design, implement and monitor a system for responding to support requests (helpdesk), recording ICT casework information, and reporting on support requests to support continued improvement
- Ensure that legal and contractual obligations relating to ICT resources, software licensing, systems and services are met
- Provide systems for the effective management of software licensing

## **Development and maintenance of technical systems**

- Ensure all trust ICT systems are fully operational at all times
- Design, lead and implement the network infrastructure to meet the schools' requirements
- Advise on compatibility of hardware, applications and operating systems, according to user requirements
- Support the infrastructure that underpins the trust's Management Information Systems
- Manage the trust's telephone systems – landlines and mobile contract
- Manage the trust's printing contract
- Identify problems and ensure their prompt resolution, advising the CFO of issues, potential improvements and projected costs
- Ensure all current and planned web-based technologies remain fully operational
- Monitor and advise if changes are needed to the trust's security and back-up systems and plan recovery contingencies to enable an efficient return to service after any unforeseen system outages
- Maintain the trust's network security including antivirus protection and firewalls
- Monitor and manage the use of the Internet within the trust, including the monitoring and filtering arrangements
- Organise the relevant systems are upgraded out of normal business hours to ensure minimum downtime for staff during critical periods.

### **Developing the expertise of others**

- Conduct training on appropriate use of ICT resources
- Produce reports, on request, for management purposes
- Advise colleagues on possible training activities
- Hold training sessions for both staff and end users on the trust's technology
- Undertake available training opportunities and demonstrate a commitment to continuous development

### **Staff Management**

- To organise and monitor the workload of the ICT Support team to meet the trust's needs, including cover for absences and holidays by delegating tasks appropriately
- To line manage the trust's ICT Support team, carrying out appraisal reviews
- To be involved with the recruitment of ICT staff when required

### **VARIATION IN THE ROLE**

Given the dynamic nature of the role and structure of TCAT, it must be accepted that, as the Trust's work develops and changes, there will be a need for adjustments to the role and responsibilities of the post. The duties specified above are, therefore, not to be regarded as either exclusive or exhaustive. They may change from time to time commensurate with the grading level of the post and following consultation with the member of staff.

### **EQUALITY AND DIVERSITY**

TCAT is committed to equality and diversity for all members of society. The trust will take action to discharge this responsibility but many of the actions will rely on individual staff members at the Trust embracing their responsibilities with such a commitment and ensuring a positive and collaborative approach to Equality and Diversity. This will require staff to support TCAT's initiatives on Equality and Diversity which will include embracing development and training designed to enhance practices and the experiences of staff, students and visitors to the trust with an all-inclusive approach that celebrates differences. Failure to embrace these commitments may lead to formal action.

If you as a member of staff identify how you or the academy trust can improve its practice on Equality and Diversity, please contact the Chief Operating Officer.

### **HEALTH AND SAFETY**

All members of staff have a duty to maintain safe and clean conditions in their work area and co-operate with TCAT on matters of Health and Safety. This will include assisting with undertaking risk assessments and carrying out appropriate actions as required. Staff are required to refer to the Trust and safety policies in respect to their specific duties and responsibilities.

### **LEARNING & DEVELOPMENT**

All staff are required to participate fully in TCAT Learning & Development programmes and have a responsibility to identify their own professional development needs in conjunction with their line manager.

### **COMMITMENT TO SAFEGUARDING VULNERABLE GROUPS**

TCAT is committed to safeguarding and the prevent duty. Ensuring safeguarding arrangements to protect children, young people and vulnerable groups meet all statutory and other government requirements, promote their welfare and prevent radicalisation and extremism. TCAT expects all staff and volunteers to share this commitment.